

Customer Service Report for HSB

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	1	0	0	0	0	0
Application Support											
Database Development	0	0	0	1	0	1	0	0	0	0	0
General Info	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-General Information	3	0	0	0	0	3	0	0	0	0	0
Sharepoint-Install/Uninstall	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-Troubleshoot	2	0	0	0	0	0	0	0	2	0	22
ASR											
Oracle	0	0	0	37	0	1	0	0	36	0	0
Other	0	0	0	71	0	12	0	0	59	0	0
SQL	0	0	0	4	0	2	0	0	2	0	0
Unix	0	0	0	199	0	27	0	0	172	0	0
Windows	0	0	0	29	0	12	0	0	17	0	0
Back Office Support											
Active Directory	0	2	0	0	0	0	1	0	0	1	2
Backup/Restore	2	0	0	0	0	1	0	0	1	0	4
Permissions/Shares	6	0	0	0	0	0	0	0	6	0	9
CIT Categories											
Web Dev/New Proj	1	0	0	0	0	0	0	0	1	0	8
Web Site Issue	2	1	0	0	0	0	0	0	3	0	17
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
General Information											
Inquiry	4	0	0	0	0	3	0	0	1	0	0

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Hardware											
General Info	1	0	0	0	0	1	0	0	0	0	0
Printers/Config/Setup	1	0	0	0	0	0	0	0	1	0	12
NIH Services											
Other	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Service Prov-Bldg 12 Data Center	0	1	0	0	0	0	1	0	0	0	0
Service Prov-IP Address Admin	1	0	0	0	0	0	0	0	1	0	19
Service Prov-Sterling CIT Data Center	0	1	0	0	0	0	1	0	0	0	0
Security											
Alert Message	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non- CIT)											
Other	6	0	0	0	0	0	0	0	6	0	7
Grand Total:	33	6	0	342	0	66	3	0	310	2	1

Total Tickets Closed:	312
Total Tickets Assigned/Pending/Checked Out:	69
Total Tickets Created:	381